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Tender

## **CORPORATE CUSTOMER RELATIONSHIP MANAGEMENT SOLUTION**

Rhondda Cynon Taf CBC

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-014530

Procurement identifier (OCID): ocds-h6vhtk-050140 ([view related notices](#))

Published 11 April 2025, 11:31am

### **Scope**

### **Reference**

RCT02

### **Description**

Rhondda Cynon Taff County Borough Council (RCTCBC) invites tenders for the provision of a Customer Relationship Management (CRM) solution with a strong focus on case management and IT service management (ITSM). The preferred solution must be cloud-based to ensure scalability, flexibility, and security.

The council is seeking a CRM system that will allow us to meet our future aspirations, by offering a means to operate our future service delivery plans both efficiently and productively. Our aim is to be a live case reporting council; this has been informed by the learning from our response to recent emergencies which has helped us identify some important live reporting and case management features we require. We are also keen to explore automation and AI to support better ways of working.

We are also keen to utilise the platform for resident case management and automated

processes with our service users including mobile application access and field worker access.

The resulting contract will be for all relevant services required to meet the objectives including but not limited to implementation and migration services, licencing, hosting, support and maintenance.

The Council is running the procurement process via etenderwales. All documents are available on teh following link:

<https://etenderwales.bravosolution.co.uk/go/8635378401962020C3B7>

### **Total value (estimated)**

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 10 July 2025 to 9 July 2030
- Possible extension to 9 July 2032
- 7 years

Description of possible extension:

optional 2 year extension.

### **Options**

The right to additional purchases while the contract is valid.

Additionally, the council at its discretion, should be able to optionally call-off additional componentry within the scope of the tender during the contract term (which must be compatible with existing elements) to support the possible requirement for additional capacity, variant Supplier software or other associated services, so long as this is permitted by the relevant Procurement Regulations. For the avoidance of doubt this explicitly permits the purchase of additional componentry and upgrades from the Supplier that either enhances the overall solution and is necessary to meet future objectives identified under a CRM and ITSM solution.

## **Main procurement category**

Services

## **CPV classifications**

- 48400000 - Business transaction and personal business software package
- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48900000 - Miscellaneous software package and computer systems
- 72200000 - Software programming and consultancy services

## **Contract locations**

- UKL15 - Central Valleys

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## **Participation**

### **Legal and financial capacity conditions of participation**

as procurement documents

## **Technical ability conditions of participation**

as procurement documents

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## **Submission**

### **Enquiry deadline**

30 April 2025, 1:00pm

### **Submission type**

Tenders

### **Tender submission deadline**

12 May 2025, 1:00pm

### **Submission address and any special instructions**

<https://etenderwales.bravosolution.co.uk/go/8635378401962020C3B7>

**Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

24 June 2025

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## **Award criteria**

Name	Description	Type
Commercial	As set out in the procurement documents	Price
Technical	As set out in the procurement documents	Quality

## **Weighting description**

Stage 2 - An assessment of technical and functional requirements - 55%

Commercial - 40%

Social Value - 5%

Stage 3 will include demonstrations and an extra maximum 10 marks added to stage 2 scores.

See procurement documents.

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## Other information

### Payment terms

As set out in procurement documents

### Applicable trade agreements

- Government Procurement Agreement (GPA)

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

A competitive flexible procedure for awarding unertaken using 3 stages.

Stage 1 - Participation

Stage 2 - Initial Tenders

Stage 3 - Demonstrations

Further details contained in the procurement documents

## **Justification for not publishing a preliminary market engagement notice**

Not required

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## **Contracting authority**

### **Rhondda Cynon Taf CBC**

- Public Procurement Organisation Number: PDXZ-9391-VHZQ

2 Llys Cadwyn

Pontypridd

CF37 4TH

United Kingdom

Contact name: RCT Procurement

Email: [procurement@rctcbc.gov.uk](mailto:procurement@rctcbc.gov.uk)

Website: <http://www.rctcbc.gov.uk/>

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales

